



8950 Cypress Waters Blvd.
Dallas, TX 75019

OUR INFO
CUSTOMER SERVICE

888-480-2432

Mon-Thu 7 a.m. to 8 p.m. (CT)

Fri 7 a.m. to 6 p.m. (CT)

Sat 8 a.m. to 2 p.m. (CT)

ONLINE

www.mynationstar.com

YOUR INFO

LOAN NUMBER

600080075

PROPERTY ADDRESS

1040 Star Rt 104

Lucasville, OH 45648

mr. SAY HELLO TO COOPER™

Changing the face of home loans.

Hi Thomas and Sheila,

This August, Nationstar is becoming Mr. Cooper.

This is just one part of a major effort to create the best possible home loan experience for our more than 2.9 million customers.

Now you're probably wondering, why Mr. Cooper?

Fair enough. To us, it's an identity that represents the kind of person who always goes the extra mile for a customer. He stands for avoiding business as usual and doing everything he can to help. He has a firm belief that one person can make a big difference.

That's who we want to be. A company of Coopers. Over 7,000 of us. But a new brand name is just the beginning.

We're making huge investments in technology. You may have already noticed our all-new website and mobile app that make managing your home loan faster and easier than ever. Our whole Customer Service Department is training to reduce wait time and get you the right answer, fast. And we're introducing a host of innovative offerings to make your home loan experience more rewarding and less worrisome, from start to finish.

We'll be telling you a lot more in the next few months. If you're curious about our transformation, you can learn more at www.mrcooper.com. In the meantime, if you've been managing your account online, www.mynationstar.com is still the place to go.

Thank you so much for being part of our family. We are honored to have you with us as we begin this amazing journey.

All the best,

Jay Bray, President, CEO & Chairman

THIS IS NOT
A LOAN
TRANSFER.

*In fact, everything
about your loan
remains the same:
where and how you
make your payment,
your loan number,
the status and the
terms won't change.*



Mr. Cooper is simply a new brand name for Nationstar Mortgage LLC.

Nationstar Mortgage LLC is doing business as Nationstar Mortgage LLC d/b/a Mr. Cooper. Mr. Cooper is a service mark of Nationstar Mortgage LLC. All rights reserved.



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Fri 7 a.m. to 6 p.m. (CT)

Sat 8 a.m. to 2 p.m. (CT)

ONLINE:

www.mynationstar.com

.....MIXED AADC 970

Thomas Caspari
Sheila Caspari
1040 State Route 104
Lucasville OH 45648-8323

[REDACTED]

YOUR INFO

LOAN NUMBER

600080675

PROPERTY ADDRESS

1040 Star Rt 104
Lucasville, OH 45648

SUBJECT

Nationstar is becoming Mr. Cooper

Dear Thomas and Sheila,

We respect your request that we stop corresponding with you, but we have important news to share. As noted in the enclosed letter, this August, Nationstar is becoming Mr. Cooper.

Please note this change for future reference and feel free to contact us with any questions.

Thank you,

Nationstar Mortgage LLC

